

Alabama Department of Mental Health
Division of Developmental Disabilities
National Core Indicator (NCI) Survey and Data Collection
RFP 2023-23 Q&A

Section II. A	<p>1. Will the State please advise what needs to be included in the detailed budget? Will the cost that the contractor wants to charge per survey suffice? The cost per survey will suffice, with the understanding this includes a full account of all costs (admin, travel, etc.) to successfully complete the surveys as outlined in the contract.</p>
x	<p>2. Will the State please clarify what or how the offeror should redact and signify confidential information? If redaction is needed, ADMH would require a verified digital redaction method be used. Preferably Adobe Acrobat version 9 or later redaction functions be utilized, or a similar program that destroys the redacted data, making it unrecoverable.</p>
Section I.A	<p>3. Can the State please provide the total population and sample size per region for the following survey types: Intellectual Disability (ID), Living at Home (LAH) and Community Waiver Program (CWP)? The minimum required survey amount for a state administering the NCI is 400. Historically, a stratified sample of 600 is pulled from the combined ID and LAH participants to ensure at least 400 surveys are administered. The sample is created by pulling the participant list for ID/LAH from ADIDIS, then every 4th name is selected to be included. To answer the question regarding total population - the last numbers pulled indicate there are 4587 participants on the ID waiver and 546 participants on the LAH waiver. The CWP is a new, demonstration waiver and it was determined for the first year the sample would be 100% of those participants who received services for at least three months prior to the date of the interview, outside of targeted case management. Based on the current numbers of those who have billed for services in CWP outside of target case management pulled from ADIDIS, we estimated 50 participants in the CWP would be surveyed during the first year of the contract [even though there are currently approximately 170 enrolled, many are still looking for providers for services and would not meet the 3-month threshold]. Based on these numbers, it is estimated in the first year of the contract there would need to be 450 surveys performed [400 for ID/LAH and 50 for CWP]. In years 2 and 3, using metrics to estimate the growth of the CWP, it was determined 200 CWP surveys would need to be administered the second and third years of the contract. So, 400 (ID/LAH) and 200 (CWP), which is 600 surveys in year two and the same estimate of 600 in year three.</p>
Section I.A	<p>4. Will the State please clarify how many surveys for CWP per region will need to be completed per year? Please see explanation provided in #3. Year 1 = 50 CWP surveys, Year 2 = 200 CWP surveys, Year 3 = 200 CWP surveys.</p>
Section I.A	<p>5. Of the 80 face-to-face interviews across the 5 regions in Alabama, how many surveys need to be completed for each of the Intellectual Disability and Living At Home waivers within each region? There will be 400 total face-to-face interviews across the state for the ID/LAH surveys conducted, and each region would have 80 face-to-face interviews. The CWP surveys will include the 50 estimated participants receiving at least 3 months of services outside of case management throughout the state in the counties where the CWP is currently operational.</p>
Section I.B.	<p>6. Will the State please clarify what systems the contractor will access and the process for accessing these systems? ADIDIS will be used by ADMH and Support Coordination to provide the needed background information to the contractor, but the contractor will not have access to ADIDIS. The contractor will be given access to NCI's system, ODESA, to enter the background information and survey results. ADMH will maintain administrative access to ODESA.</p>
Section I.B.	<p>7. Will the State please clarify what steps will be taken to notify the support coordination agencies about the project in advance to ensure background information can be collected in a timely manner?</p>

	Support Coordination agencies will be provided communication from ADMH in advance to the start of the annual survey process by email regarding what to expect during the NCI survey and what information will be needed to appropriately complete the background information for wavier participants included in the survey process. ADMH will also identify the contractor who will be administering the survey in the communication.
Section I.B.	8. Will the State please clarify what steps will be taken to notify the service provider agencies about the project in advance to ensure interviews can be scheduled in a timely manner? Service provider agencies will be provided communication in advance to the start of the annual survey process by email regarding what to expect during the NCI survey and what information will be needed to schedule surveys with waiver participants. ADMH will also identify the contractor who will be administering the survey in the communication.
Section I.B.	9. Will the State please clarify the interview scheduling process for individuals over the age of 17? Will the contractor be solely coordinating with the Service Provider Agencies or will there be contact with the participant as well? It is suggested the contractor reach out the service provider to determine the best method for scheduling the interview. In some cases, the person receiving services may live independently and the service provider may suggest the surveyor reach out directly. So, contact with the participant may be part of the scheduling process in some cases. The service provider is expected to facilitate the process with the surveyor if any issues arise.
Section I.B.	10. Will the State please clarify the interview scheduling process for individuals between the ages of 14-17? Will the contractor be solely coordinating with the parent/guardian of the participant or will there be contact with the Service Provider Agencies as well? It is suggested the contractor reach out the service provider to determine the best method for scheduling the interview. In some cases, the person receiving services may live in the family home and the service provider may suggest the surveyor reach out directly. The contractor will need to secure parental consent. So, contact with the participant may be part of the scheduling process in some cases. The service provider is expected to facilitate the process with the surveyor if any issues arise.

11. **Section 1, B.3:** This section states, *“The Contractor will select the people to be interviewed...”*

Besides sampling, is there any other analytic work needed for this project?

Under Section 1, B.6, we are requesting that the contractor provide quality control checks during each survey cycle to ensure survey data is accurate and/or complete.

12. **Section 1, B.5:** For the background information collected as part of the NCI In-Person Survey (IPS), does ADMH have a statewide electronic (web-based) record system that interviewers can access and use to collect this information? If not, how does ADMH anticipate this information to be gathered?

Information present in the state’s electronic record system, ADIDIS, will be used to complete the background information in ODESA. The contractor will not have access to ADIDIS. All needed information will be collected by support coordinators and submitted via email to contract surveyors.

13. **Section 1, B.3:** This section requests that, *“the Contractor will receive a list of prospective people, 14 years of age or older with ID/DD to interview.”* The NCI website indicates that NCI In-Person Surveys for people with ID/DD can only be conducted with people who are 18 years of age or older and who receive case management and at least one paid service from the state. Does ADMH want to obtain NCI data from people who are younger than 18 years old? If so, does ADMH intend to request for this scope of work the implementation of the Child Family Survey, which is mailed to families of recipients of services?

The 400 surveys conducted with participants who receive services under the ID/LAH waivers will be conducted with people 18 years of age or older. The CWP sample will include the individual survey with participants aged 14-17 with parent/guardian consent. ADMH does not want to request implementation of the Child Family Survey.

14. **Section 1, B.8:** This section states, *“The Contractor will provide a monthly visit report along with a signed attestation to validate the completion of the survey.”* Is this attestation signed by each person participating in the survey or is the attestation signed by the Contractor?

The attestation will be signed by the contractor indicating the work completed during that month.

15. **Section I, A.3 and 4:** This section requests that, *“The Vendor must provide employees that have the ability to interview people with Intellectual Disabilities (ID)/Developmental Disabilities (DD)”* and *“The Vender must provide employees that have experience with data entry.”* Can the Contractor hire subcontractors with this experience or do they have to be employees?

The contractor may hire sub-contractors with this experience, with the understanding the contractor remains fully liable for the successful completion of the scope of work as outlined in the contract and evidence of management/oversight of the project ensures consistency and quality performance.